



**Greater Columbia
Behavioral Health**

Site Monitoring

Review Date

Provider Info		Reviewer Information					
Name:		Name:					
Address:		Title:					
Phone:		Phone:					
Fax:		Email:					
		Reviewer Signature:					
		Notes					
Name of Office Manager:							
Physical Access Score:							
Physical Appearance Score:							
Adequacy of Waiting and Exam Space:							
Medical Record Score:							
CAP Required?		Date of Next Review:					

Question	Yes	No	N/A	Comments
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A. Physical Access Monitoring Criteria

Outside Building

1. Accommodations for persons with disabilities are guided by ADA standards, evidenced by designated parking, loading zone, an external ramp, and/or public transportation within close proximity to the building. Reviewer to consider regional site characteristics.				
2. Parking areas and walkways demonstrate appropriate maintenance.				

Question	Yes	No	N/A	Comments
Inside Building				
3. Reasonable accommodations guided by ADA standards for persons with disabilities include all of the following:				
a. automatic entry option or alternative access method				
b. elevator for public use (if applicable)				
c. Restroom equipped with large stall and safety bars or other reasonable accommodation.				
4. At least one meeting room can accommodate physically challenged consumers.				
5. Fire protection equipment (fire extinguisher, smoke detector, fire alarm, or sprinkler system) is accessible and in working order and are inspected on a yearly basis.				
6. Office hours are posted or are available on request.				
7. There is a provision for 24 hour, 7 day per week coverage.				
8. The average wait time is less than 30 minutes from the scheduled appointment time.				
9. Crisis follow up visits are scheduled within 24 hours; emergency care is immediately available or referred to 911 or directed to ED.				
Physical Access Total				
B. Compliance Monitoring Criteria				
10. The client rights are posted in a visible area when entering the building.				
11. Information on how to obtain interpreter services is posted in a visible place upon entering the building. Or, is easily available when needed.				
12. There is evidence that the agency has and maintains a critical incident log.				
13. There is evidence that the agency has and maintains a grievance log.				
14. There is evidence that the agency has done a risk assessment.				
15. There is evidence that agency staff have completed Fraud/Waste and Abuse training.				
16. There is evidence that agency staff have completed HIPAA training.				
17. There is evidence that the agency has a quality management program.				
Compliance Total				
C. Physical Appearance				
18. Meeting rooms are in good repair.				

Question	Yes	No	N/A	Comments
19. Office appearance demonstrates that housekeeping and maintenance are performed appropriately on a regular basis.				
20. Office has a well-lighted waiting area and entry way				
Physical Appearance Total				
D. Adequacy of Waiting and Examination Room Space				
21. Adequate seating is provided in waiting room.				
22. Front reception has privacy reminders.				
23. Computers have privacy screens / cannot be seen by consumers, and have password locked log-ins.				
24. Consumer information / papers are tidy and put away. No information is readily visible.				
25. Meeting rooms provide privacy for consumers.				
26. Meeting rooms provide adequate seating and physical assessment space.				
Adequacy of Waiting and Examination Room Space Total				

